

**Date:** [Insert Date]

**To:**

[Client Name/Financial Institution]

[Address]

[City, State, Zip Code]

**Subject: Software Maintenance Guarantee Letter for [Mobile Banking App Name]**

Dear [Recipient Name],

This letter serves as a formal guarantee by [Company Name] regarding the maintenance and operational support of the [Mobile Banking App Name] provided to [Client Name].

We hereby guarantee that for a period of [Insert Period, e.g., 12 months] commencing from [Go-Live Date], we shall provide the following maintenance services:

- **Bug Fixes:** Correction of any software defects, coding errors, or functional inconsistencies identified within the application.
- **Security Updates:** Regular deployment of security patches to protect against emerging vulnerabilities and ensure compliance with financial industry standards.
- **OS Compatibility:** Updates to ensure seamless performance on the latest versions of iOS and Android operating systems.
- **Performance Optimization:** Routine monitoring and tuning to maintain optimal transaction speeds and application stability.
- **Technical Support:** Provision of [24/7 or Business Hours] technical assistance to resolve critical server-side or client-side issues.

We guarantee that all maintenance activities will be conducted without compromising the integrity of user data or the security of the banking infrastructure. Service Level Agreements (SLAs) regarding response times and resolution periods shall be strictly adhered to as per the primary Service Agreement.

This guarantee reflects our commitment to the reliability and long-term success of the mobile banking platform.

Sincerely,

[Signature]

[Name of Authorized Representative]

[Title]

[Company Name]

[Contact Information]